iOS Device Setup for Government Furnished Devices

Revised 2/7/2013

Getting Ready

This guidance currently only applies to government furnished device (GFE) iPhones and iPads

*Please read all the way through these instructions and **do not switch the current wireless account to the new iOS device until you reach that step**.*

Before getting started with the device, please make sure the following have been completed / confirmed:
1. Has the user already completed the Mobile Device Security Awareness Course? If not, get that step done now by going to the course web site and logging in using the red key icon.
1. Is the new phone barcoded for inventory control?
2. Check Blackberry device contacts against Google contacts to ensure they are synchronized.
   a. Check Blackberry contacts against contacts in Google (click this link to see "My Contacts" in Google: https://mail.google.com/mail/u/0/#contacts)
   b. Compare Blackberry contacts to those in Google. Are the needed Blackberry contacts in Google? If so, continue to item #4 below.
   c. If a relatively few contacts are missing from Google, the quickest way to get switched to the new iPhone is to enter the missing Blackberry contacts into Google. Here are some helpful instructions from Google: Creating Contacts.
   d. If numerous Blackberry contacts are missing, either contact your local IT help desk for support or follow these instructions: Getting Blackberry Contacts to new iPhone
3. Your voicemail may reset and lose voicemails. Do you have all the details from saved voicemails in case this happens?
4. Does the new device have at least a 75% charge?
5. Does the help desk know this process is starting?

>> Is the device already connected to the mobile carrier?
- If so, go to "Setting Up Your NOAA Google Account."
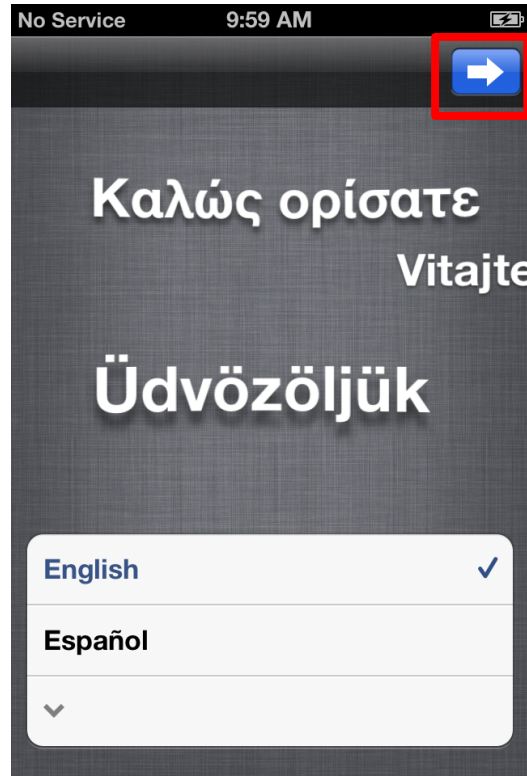- If not, go to "Getting Started."

*For troubleshooting guidance, please click this link: **"Troubleshooting iPhones"***
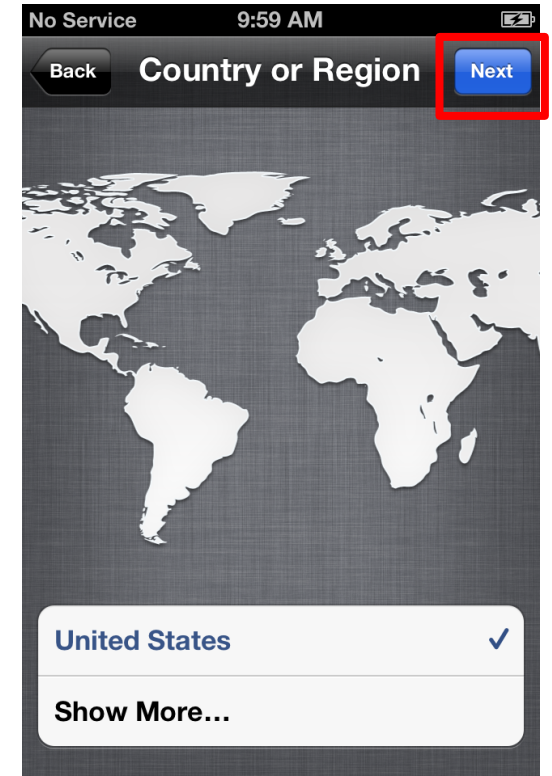
Activating to the Mobile Carrier

1. Swipe the arrow from left to right

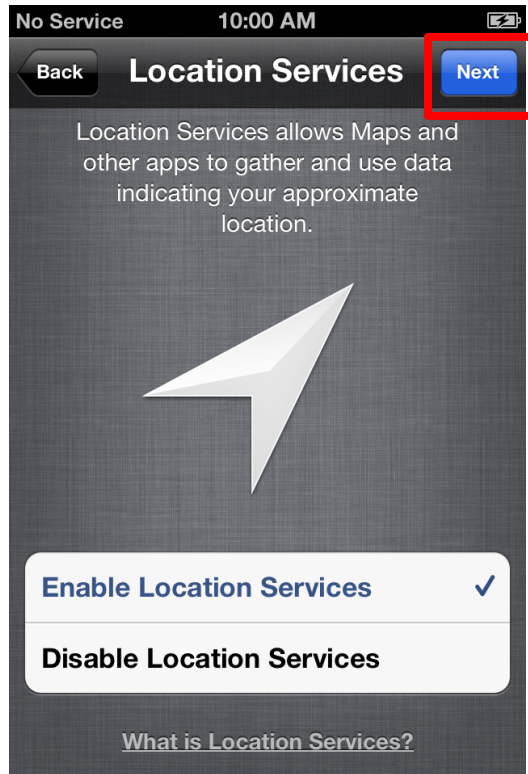2. Select primary language and tap the blue arrow button

3. Tap *Next*

*For troubleshooting guidance, please click this link: **"Troubleshooting iPhones"***

Activating to the Mobile Carrier

4. Allowing this is your choice. Tap **Next** after selecting the appropriate option choice.

5. Select **Use Cellular Connection** and tap **Next** to continue.
Note: It may take several minutes for the cellular connection option to appear. If it does not appear after 5-10 minutes, power the device off/on to begin again or connect to a trusted wi-fi connection to continue.

Activating to the Mobile Carrier

6. Select *Set Up as New iPhone* and tap *Next*

If you an error window reporting *No Network Connection*,
tap *Continue.*

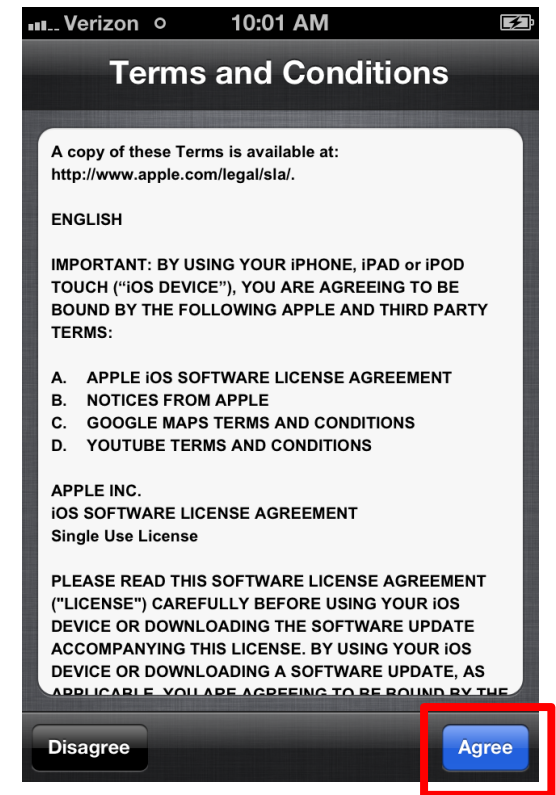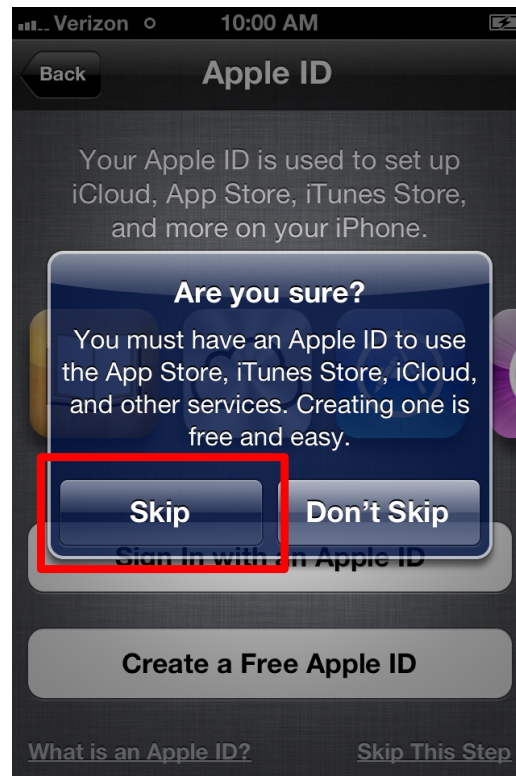*For troubleshooting guidance, please click this link:* ***"Troubleshooting iPhones"***

Activating to the Mobile Carrier

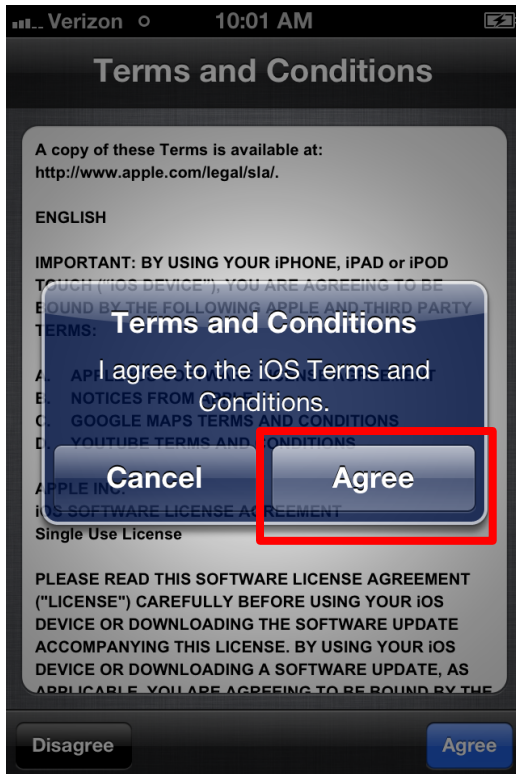7. Select **Skip this Step** (bottom right corner)
   - Initial deployment of iPhones and iPads in NOAA will not include users needing an Apple ID for iTunes.
   - [Click here](#) to read more on on the NOAA guidance related to iTunes and apps.
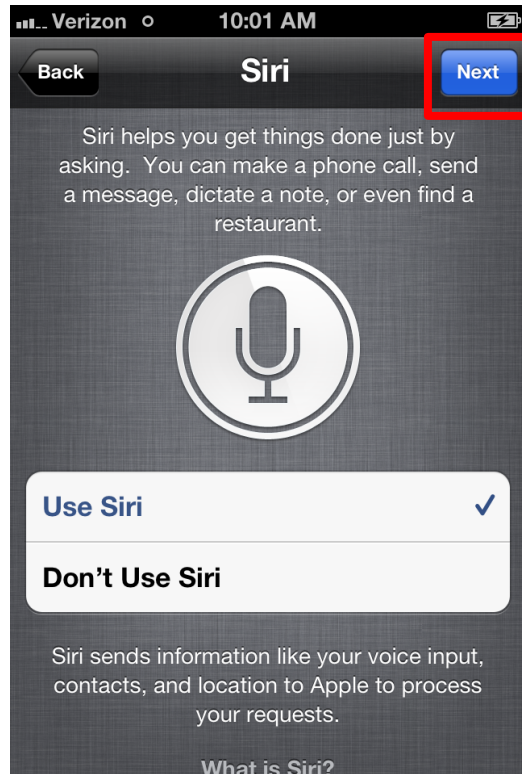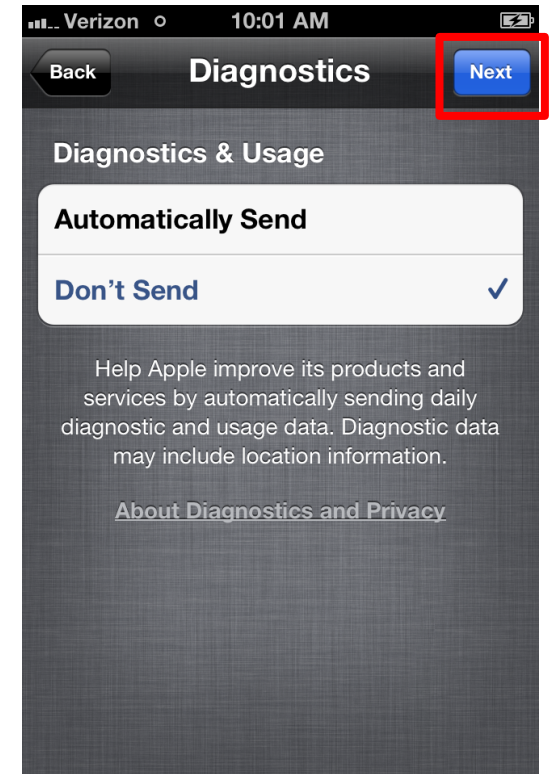
8. Tap **Agree**

Activating to the Mobile Carrier

9. Tap *Agree*

10. Allowing this is your choice. Tap *Next* after choice.

11. Allowing this is your choice. Tap *Next* after choice.
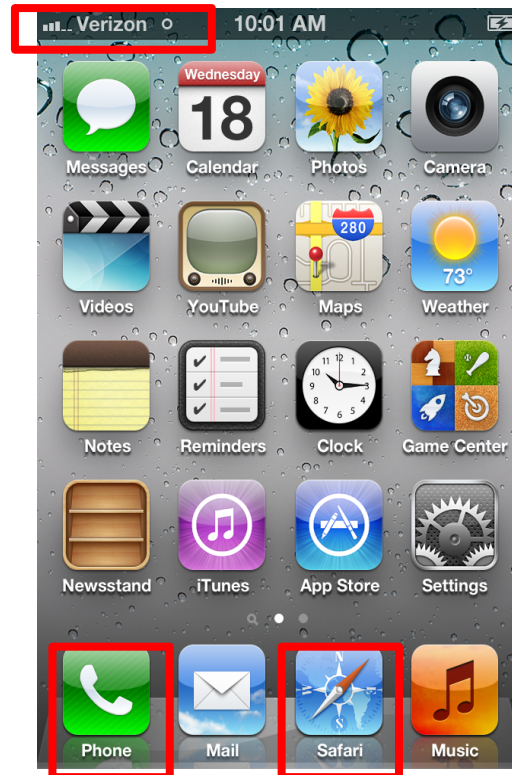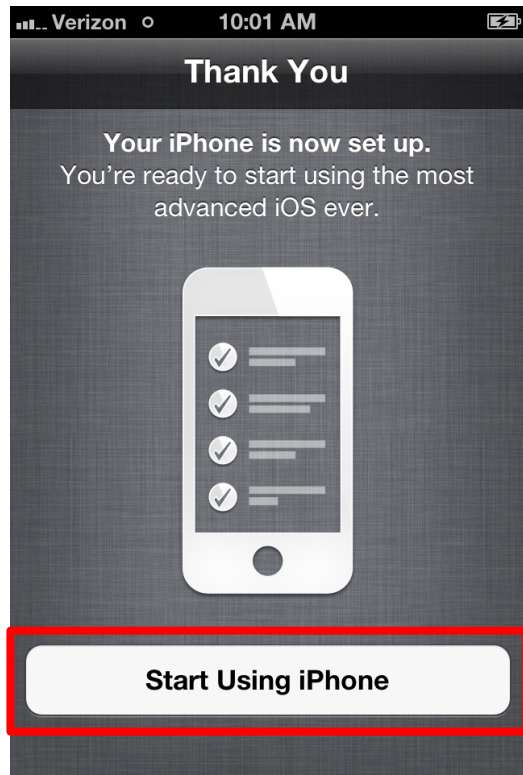
Setting Up Your NOAA Google Account

12. Select *Start Using iPhone* and verify the device is activated to the carrier.

- To confirm phone activation, dial *228 for Verizon or 1-800-999-5445 for AT&T.
- Verify the carrier name shows in the upper left corner before proceeding.
- Tap *Safari* to open the web browser, go Gmail.com and login to NOAA email.

13. Following this testing, go to *Settings*

For troubleshooting guidance, please click this link: **"Troubleshooting iPhones"**
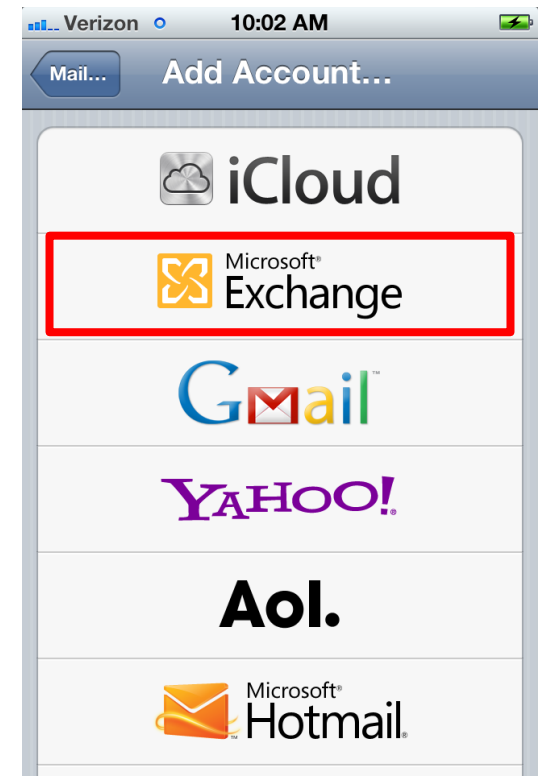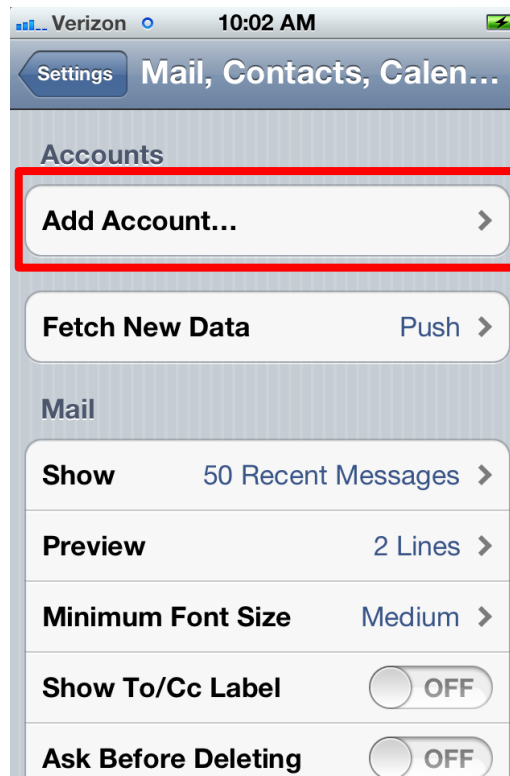
Setting Up Your NOAA Google Account

14. Tap *Mail, Contacts, Calendars*

15. Tap *Add Account*

16. Tap the *Microsoft Exchange* on the *Add Account* List**
- Microsoft Exchange configuration settings must be used in order to configure the iOS device with to allow for NOAA mobile device management through Google.
- If the Google settings option is used instead, the device will not be properly secured and it will not provide full Mail, Contacts and Calendar functionality.

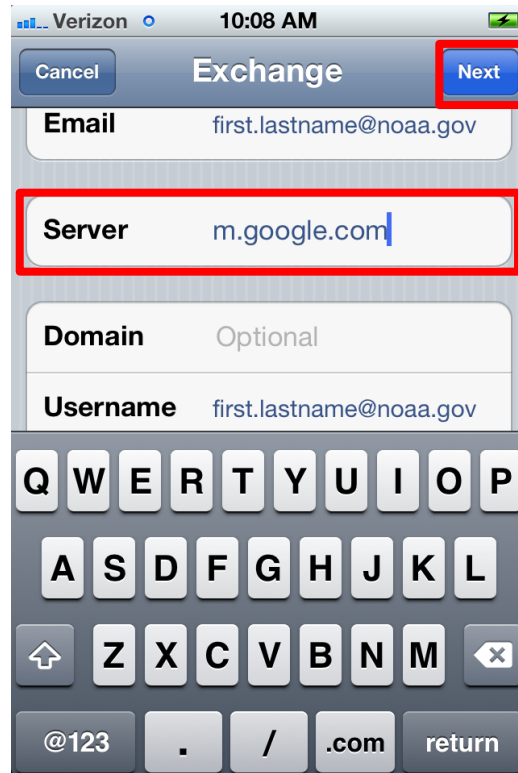** This is the only way to ensure the device is getting policy

*For troubleshooting guidance, please click this link: **"Troubleshooting iPhones"***
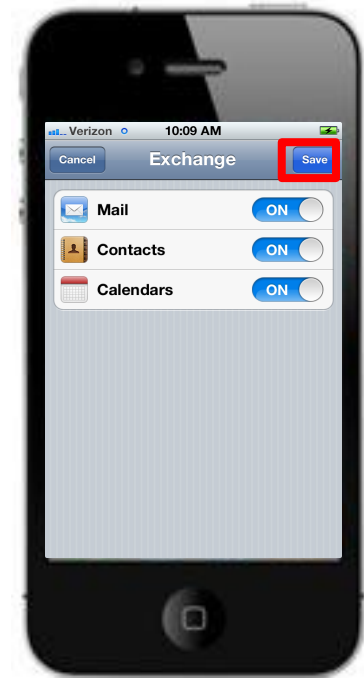
Setting Up Your NOAA Google Account

17. Enter the full NOAA email and password (enter full email address for username as well)
Tap the blue **Next** button
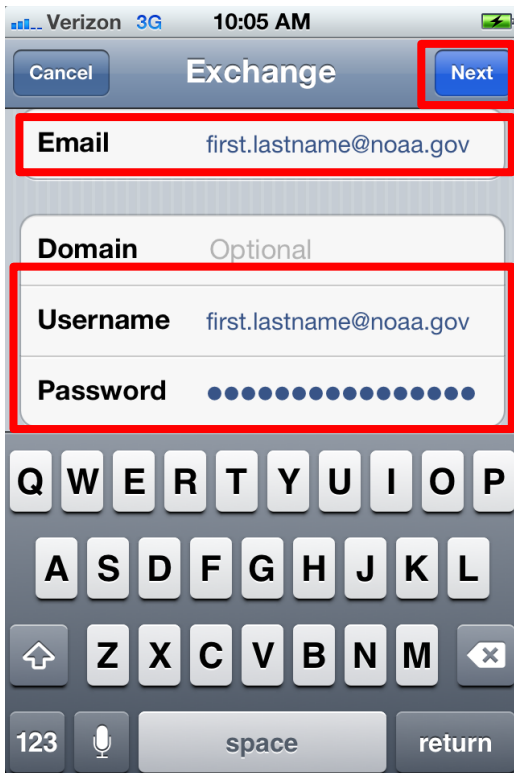
18. Type **m.google.com** for server then tap **Next**

19. Select the services (**Mail**, **Calendar**, and **Contacts**) you want to sync then tap **Save** and then press the **Home** button.
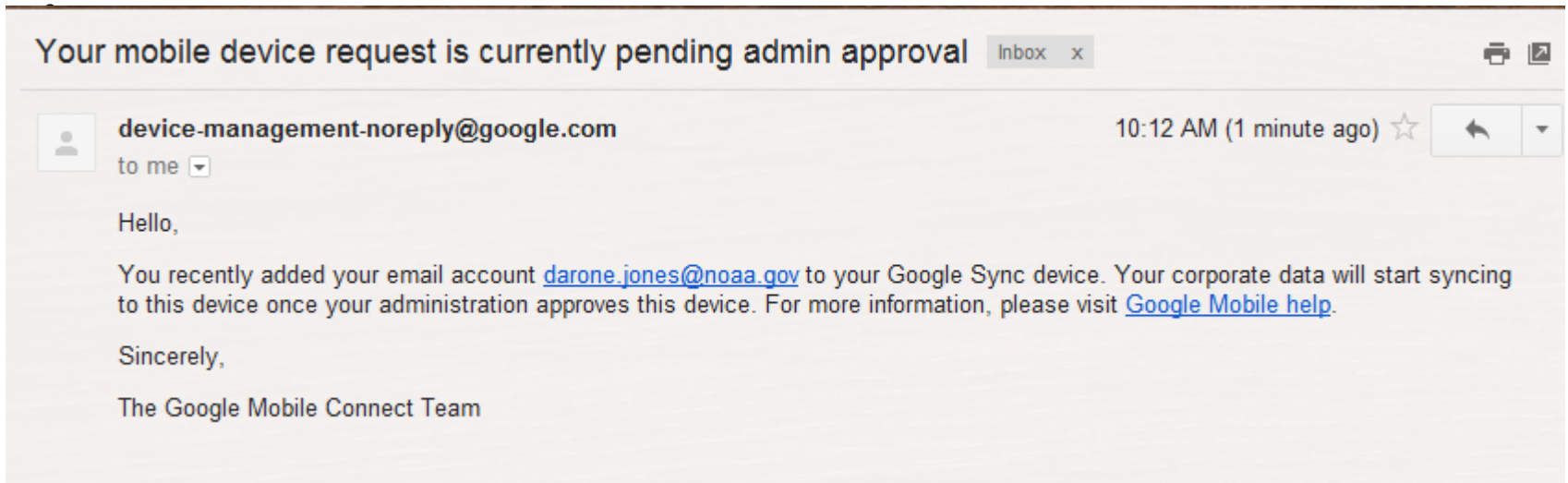

continue to next slide

Check Your NOAA Email

20. The user needs to check their NOAA email to verify receipt of an email from Google (see example below).

Your mobile device request is currently pending admin approval Inbox x

device-management-noreply@google.com   10:12 AM (1 minute ago)
to me

Hello,

You recently added your email account darone.jones@noaa.gov to your Google Sync device. Your corporate data will start syncing to this device once your administration approves this device. For more information, please visit Google Mobile help.

Sincerely,
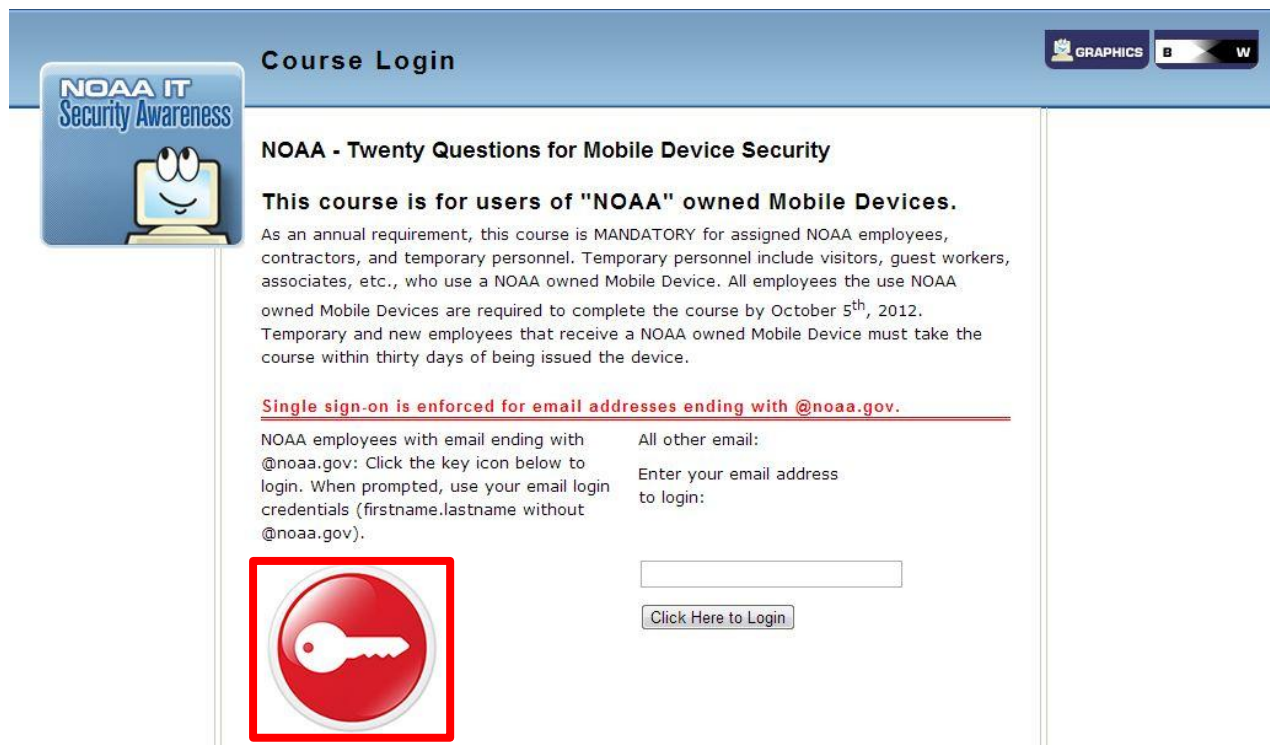
The Google Mobile Connect Team

- This email confirms the account was set up correctly and may be received immediately after the account is created on the device. However, this email may not be received for several hours.
- **If the user has not received this email, stop at this point in the instructions until the email is received.**
- If the email is not received within 2-4 hours, either contact the local help desk for troubleshooting or delete and recreate the NOAA Account by selecting the account on the ***Settings > Mail, Contacts, Calendars > Accounts*** page, following the earlier instructions for Setting Up Your NOAA Google Account.

*For troubleshooting guidance, please click this link: **"Troubleshooting iPhones"***

Complete the 2012 NOAA Mobile Device Security Awareness Course

21. <u>Complete the Mobile Device Security Awareness Course</u>

- The 2012 NOAA Mobile Device Security Awareness Course is mandatory for all users who have been issued a government furnished mobile device.
- Please go to the site and login using the red key icon on the left of the screen: http://noaa-mobile-security.learnsecuritywith.us/access/login.asp.

For troubleshooting guidance, please click this link: **"Troubleshooting iPhones"**

Activating Your Device with NOAA Google / UMS

22. Request activation

To activate a device, email the below statement to the appropriate POC for your LO (see the table below).

From: User or IT Staff supporting user

To: LO POC (per the below table)

Requesting iOS device activation for first.lastname@noaa.gov.

Office affiliation: (*ex. NWS WRH*)

Device type: (*ex. iPhone 4S, iPad3*)

Inventory Control Number: CDXXXX X

I affirm that this is government purchased device, I have completed the 2012 NOAA Mobile Device Security Awareness Course and received the Google email saying my device is pending approval.

Click on your line office to send an email request for activation or, for NMFS, following the instructions below.
(*if **Invalid link** appears, still click **Invalid link** to create an email*)

NESDIS Request	NMFS: Send the email to your local help desk.	NOS Request
NWS Request	OAR Request	OFA Request
OMAO Request	NOAA Office of the Under Secretary and Staff Offices	

Please be aware activation to UMS and receiving NOAA email is not immediate. However, while awaiting activation to UMS, users can access NOAA Mail, Calendar and Contacts through the Safari browser by going to gmail.com.

*For troubleshooting guidance, please click this link: **"Troubleshooting iPhones"***

Creating Your Device Passcode

When UMS activates your device, you will be prompted to create a passcode.   This may not be immediate - proceed with the remaining instructions and you will be prompted eventually.

Do not forget the passcode you enter. UMS cannot recover forgotten passcodes and the device will need to be wiped completely and reactivated. This could cause you to lose data.

23. When prompted that a passcode is required, tap **Continue**.

24. Enter your new passcode - it must not contain numbers or characters that are repeated or sequential. Re-enter the passcode to confirm. Tap **Continue.**

For troubleshooting guidance, please click this link: **"Troubleshooting iPhones"**
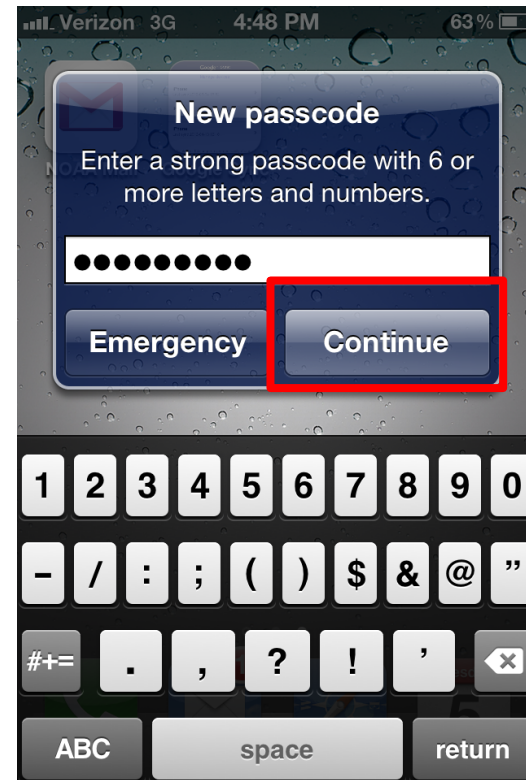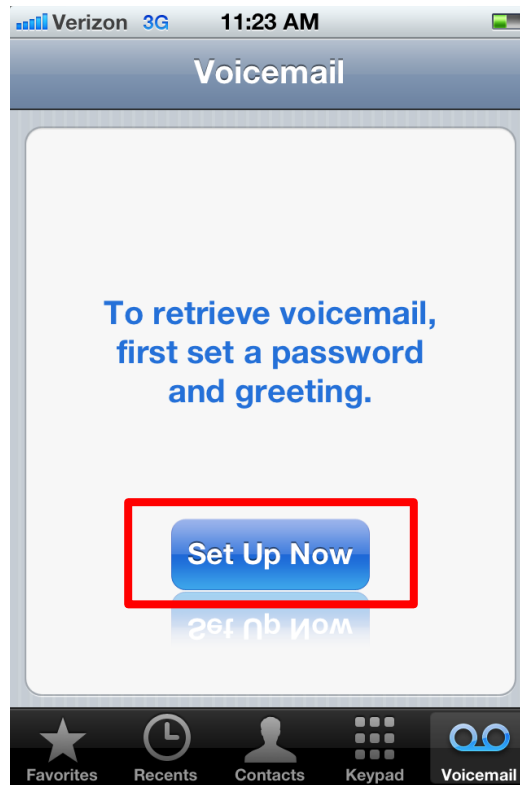
Setting Up Voicemail

These steps are for setting up voicemail on Verizon iPhones.   Other carriers will have different steps but the process is similar.
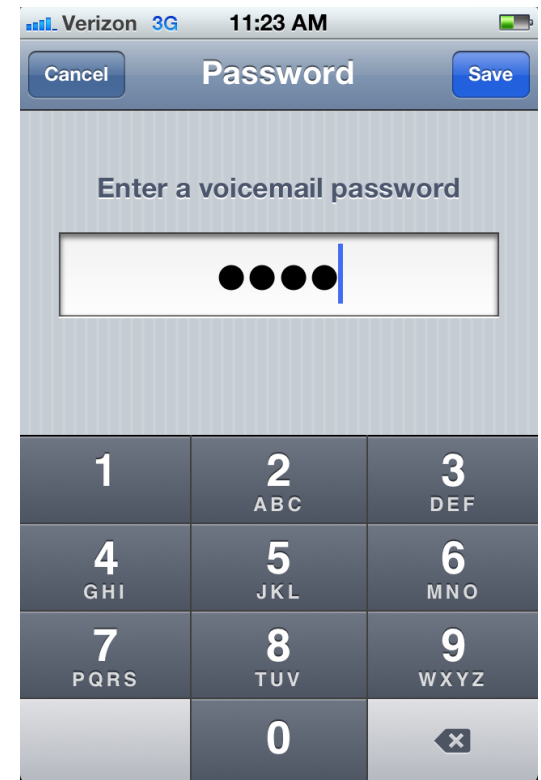
25. Tap *Phone*

26. Select *Set Up Now*

27. Enter a password and tap *Save*.

For troubleshooting guidance, please click this link: **"Troubleshooting iPhones"**
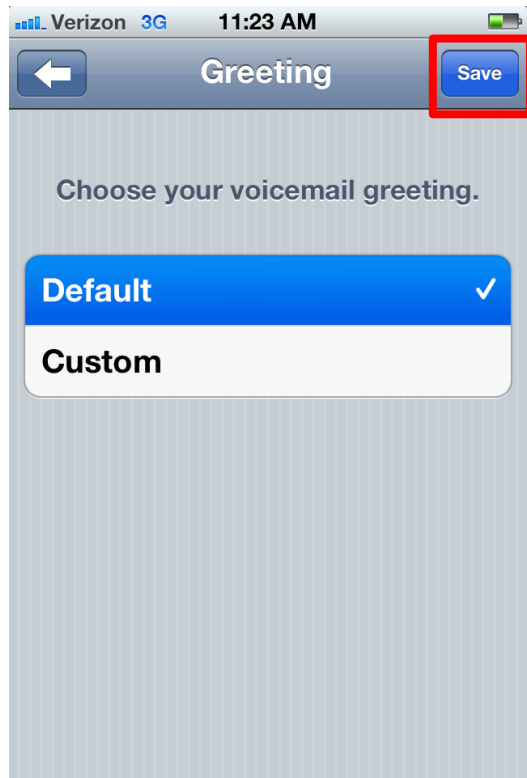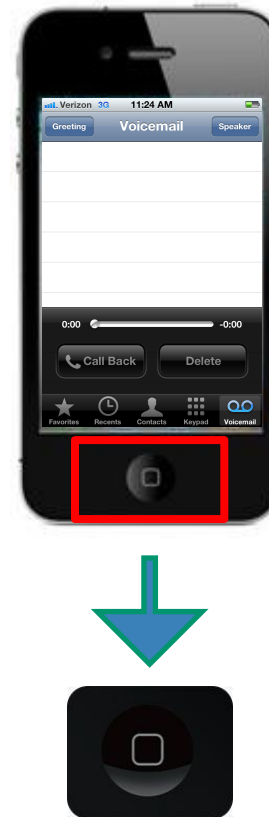
Setting Up Voicemail

These steps are for setting up voicemail on Verizon iPhones. Instructions and screenshots for other carriers may be added later.

28. Choose your voicemail greeting option and tap *Save.*

29. Once voicemail setup is complete, press the *Home* button.

For troubleshooting guidance, please click this link: ***"Troubleshooting iPhones"***

Sync All Your Calendars

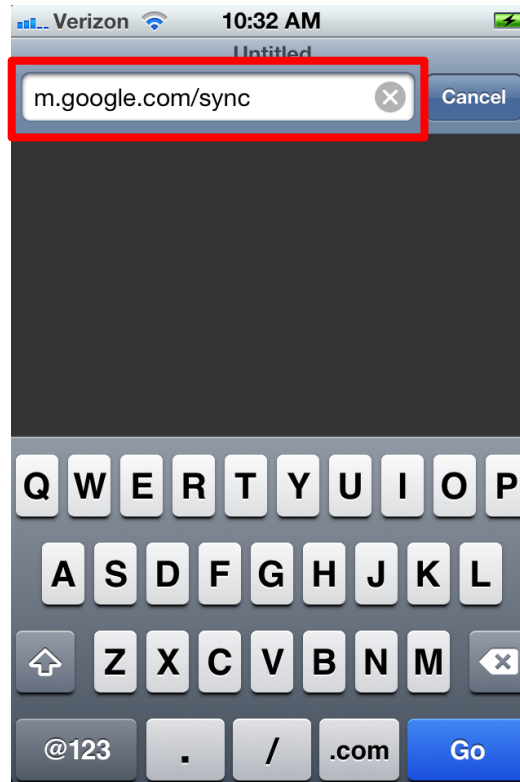*Once NOAA email is being received on the device, the device is active to NOAA Google / UMS. At that point, proceed with the following steps only if syncing for multiple calendars is needed.*

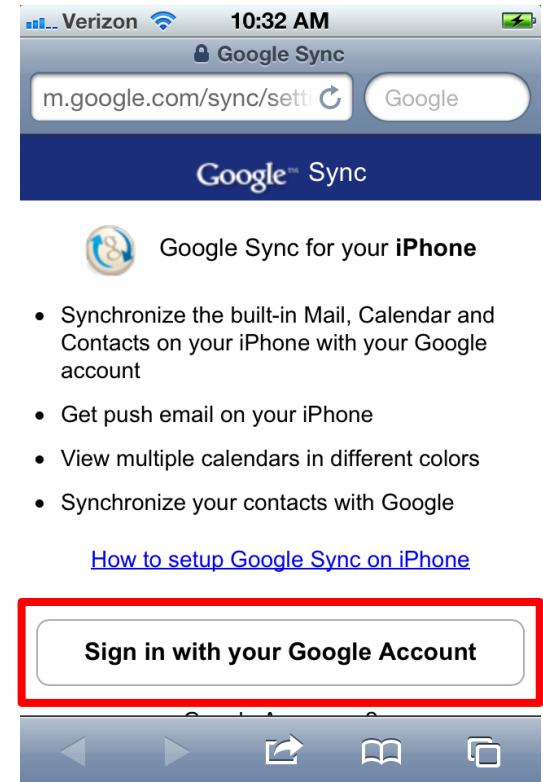*Users needing only their personal calendar on the device should skip these steps.*

30. Tap *Safari*

31. Type *m.google.com/sync* in the URL line then tap *Go*
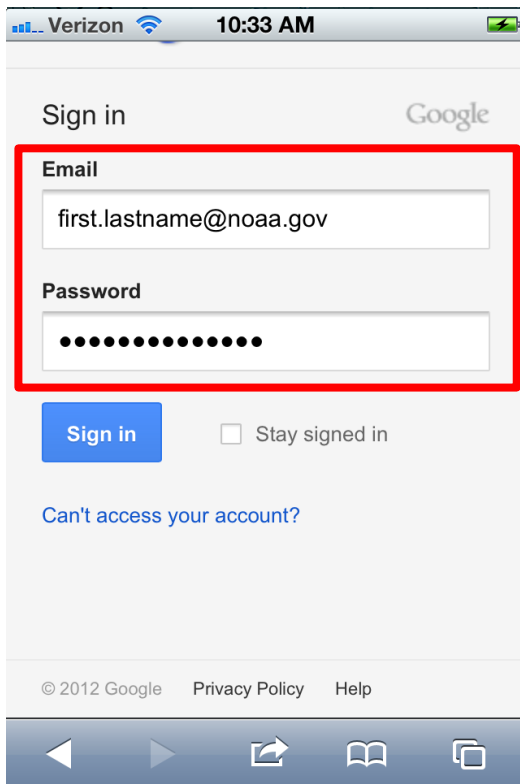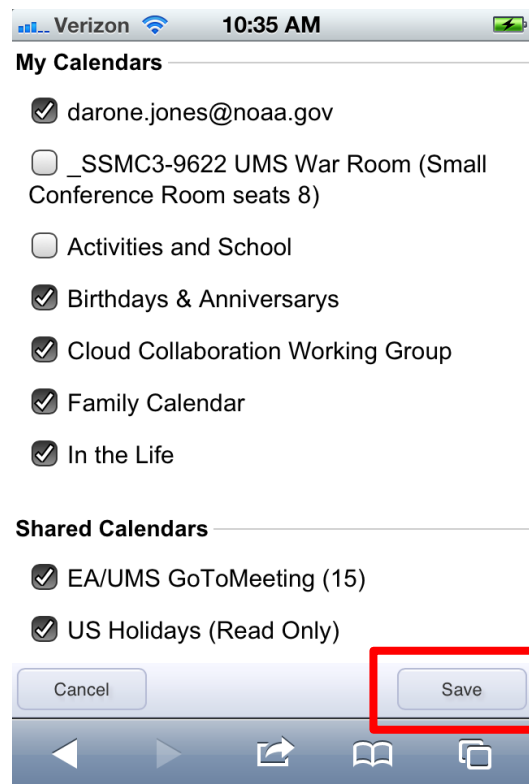
32. Tap *Sign in with your Google Account*

To Sync All Your Calendars

33. Type in the full NOAA email address and password then tap *Sign in*

34. Choose the calendars you want to sync then tap *Save*

All calendars are now synced in the calendar app

Sign in — Google

Email
first.lastname@noaa.gov

Password
••••••••••••••

Sign in   ☐ Stay signed in

Can't access your account?

© 2012 Google   Privacy Policy   Help

My Calendars

☑ darone.jones@noaa.gov

☐ _SSMC3-9622 UMS War Room (Small Conference Room seats 8)

☐ Activities and School

☑ Birthdays & Anniversarys

☑ Cloud Collaboration Working Group

☑ Family Calendar

☑ In the Life

Shared Calendars

☑ EA/UMS GoToMeeting (15)

☑ US Holidays (Read Only)

Cancel   Save

Edit   **Calendars**   Done

Hide All Calendars

Exchange

All Exchange ✓

● Birthdays & Anniversarys ✓

● Cloud Collaboration Worki... ✓

● Darone Jones ✓

● EA/UMS GoToMeeting (15) ✓

● Family Calendar ✓

For troubleshooting guidance, please click this link: **"Troubleshooting iPhones"**

Things To Remember

- Per [NOAA policy](#), users are allowed to [create an Apple ID and install NOAA approved apps](#) on GFE iPhones or iPads. Devices that have had apps installed are subject to being wiped, which could result in loss of data at the user's own risk.

- Google Apps: mail, calendar, contacts are synced directly to the iOS device. All actions on the device will synchronize to your NOAA Google account, e.g. add, remove, read, unread, delete, accept, decline, etc.

- When mail is deleted from the iOS device, it is archived to the 'All Mail' folder.

- Completing the synchronization of data from Google to the iOS device could take only minutes but may also take several hours - please be prepared for the latter.

- UMS / NOAA Google administrators do not have the ability to reset device passcodes. If users forget their passwords, their devices will need to be wiped by UMS and the user will need to go through the set up process again.

- Connected devices may be wiped at any time ([NOAA Rules of Behavior for Mobile Device](#)).

- Users transitioning from Blackberry devices to iPhones need to ensure their Blackberry devices are turned into either their manager or property custodian for proper disposition.